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Huston/Lawson Reply Affidavit – Attachment A

Mechanized Customer Production Support Center

Profile

The SBC Mechanized Customer Production Support Center (MCPSC) provides business process support to all Competitive Local Exchange Companies (CLECs) using Operational Support Systems (OSSs) in all SBC LEC regions. The MCPSC will assist CLECs in analyzing error codes, as well as resolving issues pertaining to process flows within each application. The MCPSC will investigate and analyze Problem Reports resulting from a CLEC reporting a problem with an OSS application. It may be necessary to discuss proprietary information on calls to the Center, therefore the First Name and Last Name of a caller is required to open trouble tickets with the MCPSC. Below are the functions performed by the MCPSC:

- Provide Business Process support to CLECs using OSS applications for preorder/order activity in the SWBT region
- Assist CLECs with issues pertaining to process **flows** within the applications
- Assist CLECs with error code analysis for each application
- Assist CLECs with questions that are specific to data fields within individual applications
- Address questions regarding service order exhibits and necessary requirements to process service orders when errors occur (where applicable)
- Assist CLECs with system navigation when encountering difficulty with an SBC supported System/Application
- Assist CLECs with business processes and rules for pre-ordering and ordering transactions by assisting with LSOR and ESOG interpretations and issues

You can contact the SBC Mechanized Customer Production Support Center (MCPSC) by calling **877-681-2271** and selecting option 2 from the menu. The following prompts will guide you to the appropriate menu selections:

Option 1- southwestern Bell Region (Direct ACD 214-268-1544)
Option 2- Pacific Bell/Nevada Bell Region (Direct ACD 214-268-1541)
Option 3- Ameritech Region (Direct ACD 214-268-1542)
Option 4- SNET Region (Direct ACD 214-268-1543)

Hours of Availability: 7:00 A.M. to 7:00 P.M. Central Time.

For any problems requiring escalation, please select the following li

https://clec.sbc.com/clec/hb/filelist/docs/010614-092320/OSS_Escalation_Matrix.doc

Please contact the **IS** Call Center at 314 235-7225 or select option 1 when dialing the MCPSC's main telephone number for the following issues:

- Connectivity issues
- Digital Certificates
- Set up of CLEC USER IDs
- Resetting of passwords and Application availability issues

Please contact your respective Local Service Center for assistance on the following issues:

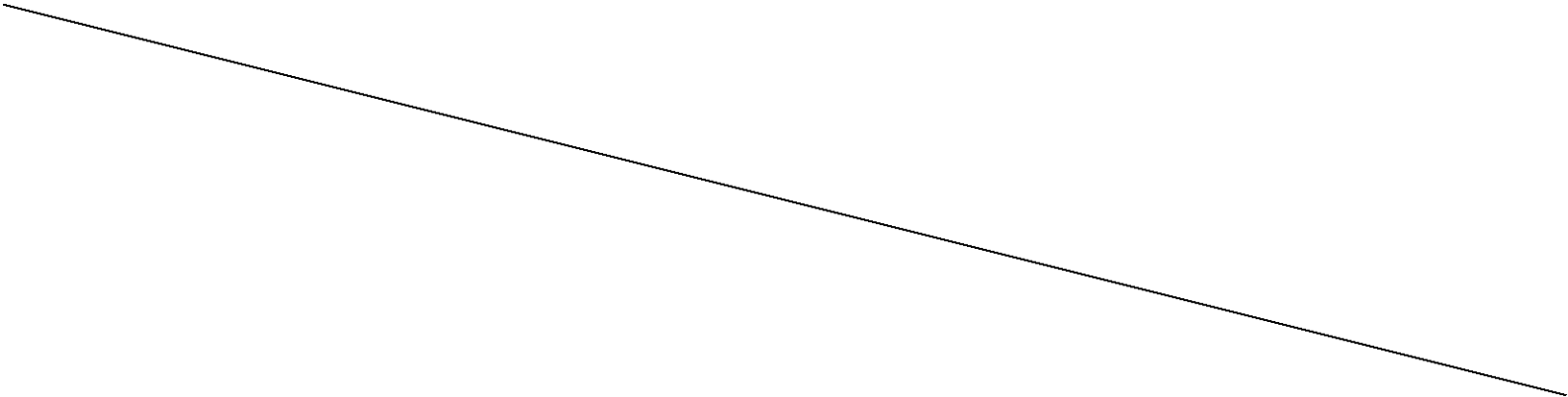
- Order provisioning questions/concerns inquiries
- Firm order confirmation inquiries
- Service order completion inquiries
- Requests to reserve a Unique Telephone Number,
- Requests to verify HUNT identifier (**HID**FID)
- Requests to verify CSR information
- Requests to process a manual order
- Requests on manual reject status performed by the **LSC**
- Requests to verify the status of a pending order

B

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**MCPSC PB/NB and SWBT Region Call Volumes
January - September 2002**

Month	Calls Answered PBISWBT Region	Average Answer Delay PBISWBT Region
January 2002	3678	0:34
February 2002	3173	0:55
March 2002	3169	1:26
April 2002	4256	12:17
May 2002	4214	7:01
June 2002	4372	2:04
July 2002	3947	1:29
August 2002	3812	3:43
September 2002	3435	1:17



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